



**FORT MYERS BEACH
LOCAL PLANNING AGENCY (LPA)
MINUTES**

Town Hall – Council Chambers
2523 Estero Boulevard
Fort Myers Beach, Florida
Friday, February 28, 2014

I. CALL TO ORDER

Meeting was called to order at 9:04 a.m. by Vice Chair Shamp; other members present:

Chuck Bodenhafer
Al Durrett
John Kakatsch
Jane Plummer
Joanne Shamp
James Steele
Hank Zuba – excused.

LPA Attorney, Marilyn Miller
Staff Present: Don Stilwell, Interim Town Manager
Walter Fluegel, Community Development Director
Michelle Mayher, Town Clerk
Evelyn Wicks, Finance Director
Cathie Lewis, Public Works Director
Randy Norton, Parks & Recreation Director

II. PLEDGE OF ALLEGIANCE

III. INVOCATION

IV. PUBLIC COMMENT

Public Comment opened.

No speakers.

Public Comment closed.

V. TOPICS OF CONCERN FOR THE LOCAL PLANNING AGENCY

Vice Chair Shamp reviewed the purpose of the Special Meeting which had been established by a motion of the LPA at a prior meeting.

A. Mission Statement for the Town

Mr. Kakatsch explained how he developed the items of discussion for the agenda.

Mr. Steele told of his personal experience with applying and obtaining a fence permit and suggested:

- Permit fees and costs should be evaluated
- Consider having a one or two page instruction sheet for the applicants

He commented on Agenda Item F; and questioned if the Town had reviewed the employee salary structure and suggested the Audit Committee review the salary structure.

Mr. Bodenhafer recounted his experience with requesting a copy of the LDC and the Comp Plan when he was appointed to the LPA.

Ms. Plummer discussed distribution of staff workload; questioned the existence or use of a telephone call 'checklist'; the importance of attracting new businesses; questioned the number of Town staff; and suggested a review of staff positions and possible reduction in staff, if deemed necessary.

Mr. Kakatsch discussed his assessment of the lack of office/space for staff in Town Hall; and consideration for the use of temporary personnel in certain instances. He commented on the Town's Code Enforcement process and told of his experience with the Fort Myers Code Enforcement procedures; and suggested the Town consider a civilian board to oversee Code Enforcement.

Vice Chair Shamp reviewed her view of what caused stress and what relieved stress for people in the Town; and recommended utilizing the LPA more with making recommendations and review matters as per the LDC. She discussed the importance of staff and Council returning phone calls; issues with the permitting process; 'government light' regarding staff; efficiency of employees/departments; Code Enforcement; review of fee structures; distribution of staff workload; and the Town website. She noted the importance of attracting and assisting new businesses to the Town.

Ms. Plummer discussed her view on receiving, requesting, and obtaining information from the Town (i.e. water/utility improvement project).

Discussion was held concerning improving how property owners were kept informed regarding the water/utility improvement project.

Mr. Durrett questioned the existence of an agreement between the Fire District and Mr. Stewart for inspection services.

LPA Attorney Miller reported the Town had an agreement with the Fire District which was an interlocal agreement that the Town Council approved that allowed the Fire Department, when they conducted inspections with their employees, that they could use the Town's Code Enforcement Special Magistrate.

Mr. Durrett discussed his belief that the Town's permitting process was long and overwhelming and his opinion on the purpose of a permit. He suggested the permit process should be reviewed.

LPA Attorney Miller pointed out a website link on the Town's website (reFRESH waterlines) that led to various types of information concerning the Town's utility/water improvement project.

Discussion was held regarding the website concerning the Town's utility/water improvement project; sending letters informing residents about the utility/water improvement project; insuring the Town receptionist included informing people about the information available on the Town and project websites when responding to inquiries.

Mr. Durrett addressed the potential impact of the Biggert-Waters National Flood Insurance Reform Act to the Town and the FEMA 50% Rule; and questioned what the Town was doing to help property owners with these issues.

Community Development Director Fluegel explained how staff worked with property owners as it pertained to the FEMA 50% Rule (i.e. appraisals); and how staff was working to get the Town's overall CRS rating lowered as it related to flood insurance rates.

Discussion ensued regarding the FEMA 50% Rule.

B. Mission Statement for Each Administrative Department

Vice Chair Shamp recapped that the Town Clerk's Department had a satisfactory mission statement; Public Works should get information out more ahead of time of a project's commencement; the LPA role should be restored in the community planning process (i.e. Estero Boulevard Improvement Project); and there were no comments about Finance, the budget or budgeting process. She questioned if there were comments about Parks & Recreation.

Ms. Plummer commented that there were still residents who were unaware of Bay Oaks.

Discussion was held concerning ways to inform residents about the community through real estate agents and real estate transactions and/or the Chamber of Commerce.

Vice Chair Shamp discussed Code Enforcement issues and the balance between pro-active and complaint-driven.

Community Development Director Fluegel noted that Town Council had directed staff to be more pro-active on property maintenance issues. He explained how staff had become more pro-active and focused on property maintenance issues and with the appearance of the downtown.

Vice Chair Shamp reported the LPA was willing to offer feedback on the permit process.

Community Development Director Fluegel noted the Town's permit application numbers continually increased and there was an increase in the complexity of permit applications. He discussed the use of customer surveys to obtain feedback in the Community Development Department. He noted the Town's permit process mirrored Lee County's process; and reviewed which permit applications were reviewed by Lee County and which were reviewed by the Town. He stated he wanted to obtain LPA input on permit application instruction sheets; and pointed out that the Town's LDC was not always clear.

Vice Chair Shamp requested final comments or observations from the LPA Members.

Mr. Bodenhafer questioned if the customer survey could identify the customer.

Community Development Director Fluegel explained the survey requested that information; however, it was not required.

Mr. Bodenhafer explained his belief that the surveys should be anonymous.

Ms. Plummer questioned the return rate on the customer surveys.

Community Development Director Fluegel reported it was low; however, he encouraged staff to offer a survey to every customer.

Mr. Durrett explained his belief that the timing of the permit process needed work.

Mr. Kakatsch noted his opinion that the Town needed a mission statement; the Town needed a "yes" on the front door; and each department needed to publish a goal or focus. He suggested the Town utilize volunteers to assist residents in need (i.e. cutting grass, code issues, etc.).

Mr. Steele suggested this might be a good opportunity for the Town to move forward and change direction a little bit.

Interim Town Manager Stilwell noted the importance of communication and participation; and complimented the quality of the staff and pointed out how staff was cross-trained.

Vice Chair Shamp reported she would compose a “list letter” of what was discussed today and it would be reviewed at the next LPA meeting for approval and a copy would be forwarded to the Interim Town Manager.

C. Town Goal: To Serve the Residents as well as the Tourists

D. Motto Over the Front Door of the Administrative Offices

E. Attitude of Our Workers has to do With Atmosphere in the Town Hall?

F. Attitude is a Result of Too Little Pay?

G. Satisfied Worker = Satisfied Customers

H. With a New Town Manager and Soon Three New Council Members; Let's Start Fresh

VI. PUBLIC COMMENT

Public Comment opened.

No speakers.

Public Comment closed.

VII. ADJOURNMENT

MOTION: Motion by Mr. Steele, seconded by Mr. Kakatsch to adjourn.

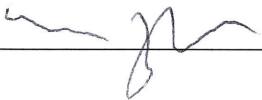
VOTE: Motion approved; 6-0 (Chair Zuba was excused).

Meeting adjourned at 10:45 a.m.

Adopted: August 12, 2014 Without changes. Motion by Shamp, second by Bodenhafer

Vote: 6-0, Plummer excused

Signature



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